

3PL RETURN EXCEPTION CHECKLIST

Catch the cases that should stay on hold before refund release.

Use this checklist when a return looks risky, incomplete, mismatched, or likely to be questioned by a brand later. It is built for warehouse-side exception control, not generic inspections.

Best fit

Multi-brand 3PLs, returns centers, and ecommerce operators handling disputed returns, SKU mismatches, missing items, damaged goods, or unclear refund release decisions.

Fast audit offer

Send 3 anonymized return cases or one return SOP. Dossentry will show where refund leakage, SKU mismatch, missing-item risk, and brand-rule gaps are happening.

Use this before a refund is released when:

- The expected SKU, serial, carton label, or item identity does not match what arrived.
- Required photos or notes are missing, unclear, or scattered across folders and chat.
- The brand rule is unclear, lives in a PDF, or depends on one experienced employee's memory.
- The case may need brand, ops, client success, or finance review later.

Audit page: <https://dossentry.com/return-exception-audit>

Sample case: <https://dossentry.com/sample-cases/serial-mismatch-review>

OPERATOR CHECKLIST

10 checks before refund release

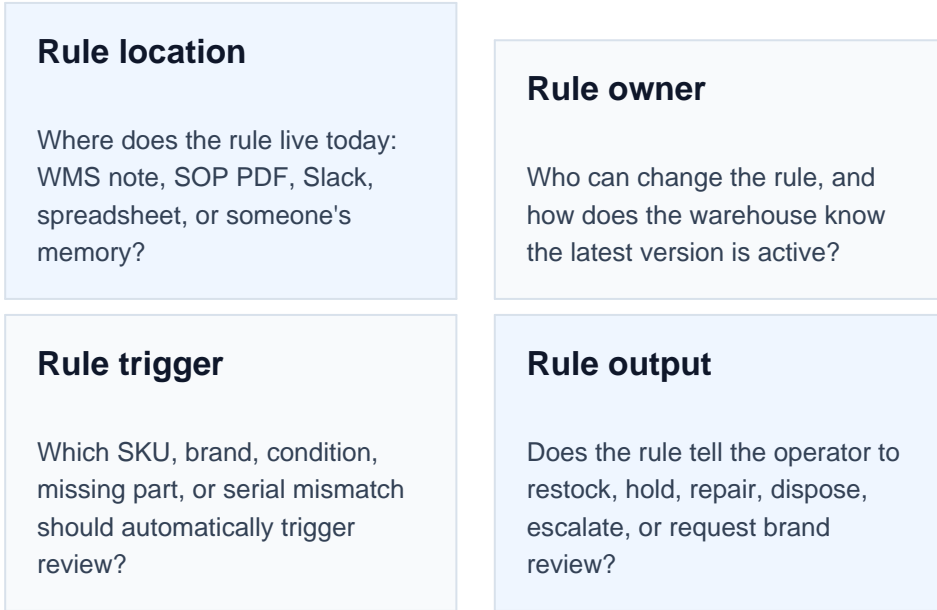
If any high-risk item below is a gap, the safer workflow is to hold the case and create a review-ready record.

1. Expected record	Do we have the expected RMA, SKU, serial, tracking, brand, and return reason before making a decision?	Pass / Gap / Hold
2. Item identity	Does the observed item, carton label, SKU, serial, and product family match the expected return record?	Pass / Gap / Hold
3. Missing item / parts	Are all components, accessories, manuals, and required packaging present based on the brand rule?	Pass / Gap / Hold
4. Damage clarity	Is damage documented with enough angles, context, and severity language for a reviewer to understand it later?	Pass / Gap / Hold
5. Evidence completeness	Are required photos, notes, timestamps, and inspector details attached before the case moves forward?	Pass / Gap / Hold
6. Brand rule	Which exact brand rule applies, and is it visible to the operator at the moment of inspection?	Pass / Gap / Hold
7. Refund hold trigger	Should this case stay on hold because identity, condition, or evidence is incomplete or contradictory?	Pass / Gap / Hold
8. Reviewer note	Can the next reviewer understand what happened in under one minute without asking the inspector?	Pass / Gap / Hold
9. Escalation path	Who decides the next action: warehouse lead, client success, brand reviewer, or finance?	Pass / Gap / Hold
10. Final record	Can this case be shared as one review-ready link or PDF instead of screenshots and chat history?	Pass / Gap / Hold

BRAND RULE CONTROL

The moat is not the photo checklist. It is applying the correct brand rule.

Most 3PL friction comes from rules scattered across SOP PDFs, Slack messages, onboarding notes, and operator memory.



Minimum brand rule fields to capture

- Brand name and product scope.
- Required evidence slots: carton, label, item, damage, missing accessories, serial, packaging.
- Auto-hold triggers: SKU mismatch, serial mismatch, missing item, photo gap, condition conflict.
- Reviewer note template: what the next person must verify before release.
- Rule version and effective date.

Decision rule

If a brand rule is not visible at the inspection station, the process is still dependent on memory. That is where Dossentry should replace tribal knowledge with structured exception control.

EVIDENCE PACK

What a reviewer needs when the case is challenged later

The goal is not more photos. The goal is a defensible record that connects expected data, observed facts, and the hold decision.

Expected inbound

RMA, SKU, serial, tracking, brand, return reason, expected condition.

Observed facts

What arrived, what labels show, what is missing, what is damaged, what was opened.

Evidence set

Required photos, notes, timestamps, inspector identity, evidence completeness status.

Review posture

Hold reason, recommended action, reviewer note, escalation owner, final decision status.

Email template for a 3PL prospect

Hi [Name], I noticed your team handles ecommerce returns and likely has some cases where SKU, serial, damage, or missing-item details affect refund release. Dossentry helps 3PL teams catch those exceptions before refunds move forward. If you send 3 anonymized return cases or one SOP, I can show where the current workflow creates refund leakage, evidence gaps, or brand-rule risk. No WMS integration is needed for the audit.

Next action

Use the audit page as the CTA: <https://dossentry.com/return-exception-audit>